

From: Richard Kahn <[REDACTED]>
To: "jeffrey E." <jeevacation@gmail.com>
Subject: Re: ZM Router Settings
Date: Mon, 27 Mar 2017 19:29:21 +0000

per james and no surprise it looks like many of zorro issues was brice being careless....

Richard Kahn
HBRK Associates Inc.
575 Lexington Avenue 4th Floor
New York, NY 10022
[REDACTED]

On Mar 27, 2017, at 3:11 PM, Richard Kahn <[REDACTED]> wrote:

please update on status of system?
thank you

Richard Kahn
HBRK Associates Inc.
575 Lexington Avenue 4th Floor
New York, NY 10022
[REDACTED]

On Mar 27, 2017, at 3:19 PM, james | personal genius <[REDACTED]> wrote:

I *think* we have it resolved.

- He was unable to log into the firewall because he was using an old version of IE, using a modern browser fixed that
- He didn't decommission the old ARC router when installing the Cisco firewall last September. I had thought that step was clear. The ARC and the Cisco use the same IP address, so the Cisco is unable to connect to the internet through it. He's said he was going to pull it off today, at which point the failover to VZW should function correctly.

He said techs were coming today to try to restore the fiber/microwave connection.

It's always challenging to diagnose firewall behavior & internet connectivity remotely... I ended up remoting into your fileserver in the office to look at the firewall web interface there (you're using the same model), which told me which screen I needed him to screen cap for me. Once I saw the VZW link was claiming the address that should be the firewall, I realized what had(n't) happened.

 James Ce, your Personal Genius,
<http://personalgenius.us>

On Mar 27, 2017, at 3:10 PM, Richard Kahn <[REDACTED]> wrote:

ok
thanks

Richard Kahn
HBRK Associates Inc.
575 Lexington Avenue 4th Floor
New York, NY 10022
[REDACTED]

On Mar 27, 2017, at 10:30 AM, james | personal genius <[REDACTED]> wrote:

Brice dropped you off this thread a while ago, just letting you know I'm working with him on it.

Thank you,

 James Ce, your Personal Genius,
<http://personalgenius.us>

Begin forwarded message:

From: james | personal genius <[REDACTED]>
Date: March 27, 2017 at 10:29:24 AM EDT
To: ZM <[REDACTED]>
Cc: ZDC <[REDACTED]>
Subject: Re: ZM Router Settings

According to this screen, what is plugged into port #16 on the Cisco is NOT the raw Ethernet from the VZW RV50 modem... is the Arc still connected upstairs?

The Arc would be acting as a DHCP server with the same address as the Cisco, which would cancel each other out & prevent the Cisco from connecting through VZW.

Take the Arc out and connect the VZW modem to the Cisco & it should work.

Thank you,

 James Ce, your Personal Genius,
<http://personalgenius.us>

On Mar 27, 2017, at 10:22 AM, ZM <[REDACTED]> wrote:

<IMG_4811.JPG>

<IMG_4810.JPG>

Sent from my iPhone